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5 December 1986

MEMORANDUM FOR: DA/Management Staff

ATTENTION: 


FROM:

Executive Officer, OP

SUBJECT: New Communications Services Requirements, FY 1989-93


REFERENCE: DDA 86-1905, dtd 12 Nov 86, Same Subject

1. Attached herewith are five requests for new communications services in the FY 1989 to 1993 timeframe. They are summarized as follows:

A. Data communications between OP Headquarters, satellite offices, and  plus links to relevant Agency Hqs components.

B. Application of automated insurance claims processing to the network requested in A.

C. Application of applicant file facsimiles and processing information to the network requested in A.

D. Secure voice communications between  and Agency components in the Hqs area--an up-grade of existing crypto capabilities.

E. Replacement of non-published telephone services in OP/Employment with "800" numbers to reduce costs of collect calls.

2. As could be expected, reference request for requirements generated far more response than represented above. Some were non-specific and responded to the charge that this office become fully automated in the near future. Others were specific requests for services but dealt with more immediate needs than called for in reference. These will be sent to OIT or OC on the appropriate forms. This leads us to comment on our most serious communications problem; the inability to get immediate needs satisfied in a timely manner. As much as we try to screen and eliminate requests for telephone services, the backlog

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continues to grow since very few requests get acted upon. Frustrations are compounded in that we cannot give our people a reasonable estimate on when services can be expected. Calls for status invariably are answered that the request is in queue but has not been released for action. Only high level intervention seems to get response. If we could develop a system in which each office or Directorate knew that a set number of requests would be satisfied each month, we could perhaps better support our clients and customers.

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cc: OP/Logistics

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